

BBB Complaint Case# 768440 (Ref#11-1000006530-768440-38-8000)

From: Better Business Bureau (sanjose.up@bbb-email.org)

To: merceda.gooding@yahoo.com

Date: Wednesday, July 8, 2020, 08:06 PM EDT

Re: Case # 768440: YourMechanic Services, Inc.

Dear Mr./Ms. Gooding,

Thank you for following up with BBB regarding your position in the above-mentioned dispute.

We understand you are NOT satisfied with the business's response, and have noted your dissatisfaction in our files. While we regret we were unable to reach your desired resolution, the business has provided BBB with its position. This matter is now closed in BBB files, and will appear in the company's BBB Business Review as: "Answered - the business addressed the issues within the complaint, but the consumer remains dissatisfied."

Please note, the text of your response may be publicly posted on BBB's website. BBB reserves the right to not post in accordance with BBB policy, and we may edit your response to protect privacy rights and to remove inappropriate language.

We appreciate the opportunity to be of service, and sincerely hope you will contact us for pre-purchase information.

If you wish to pursue your complaint via other avenues, some agencies that you may wish to contact are:

California Department of Consumer Affairs
1625 North Market Blvd., Suite N 112
Sacramento, CA 95834
(800) 952-5210

Contractors State License Board
PO Box 26000
Sacramento, CA
(800) 321-CSLB (2752)

Internet Crime Complaint Center (IC3)
www.ic3.gov

ArbiClaims Dispute Resolution
<http://www.arbiclaims.com/bbb>

Sincerely,

Ursula Peñ̃a
Complaints Specialist